

**What is claimed is:**

1. A program causing an information processing device to execute a service managing method  
5 accommodating a plurality of service servers each rendering a service via a network in response to a service request from a client, and distributing the service request to the plurality of service servers, said method comprising:  
10 managing the plurality of service servers by dividing the service servers into a plurality of groups of service servers depending on quality levels of rendered services, and an intermediate server group of service servers which make a shift among the plurality  
15 of groups and render a service as a service quality of a group to which the shift is made; and  
reducing a load on a service server within any of the plurality of groups by using at least one service server with the lightest load within the intermediate  
20 server group as the service server within any of the plurality of groups, when the load on the service server within any of the plurality of groups increases, and a quality level to be rendered by any of the plurality of groups cannot be maintained.

2. The program according to claim 1, wherein the plurality of service servers that are grouped comprise a storing unit storing information to which group each of the plurality of service servers belongs.

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3. The program according to claim 1, wherein a service quality is a response time of the service servers.

10 4. The program according to claim 1, said method further comprising:

recording and managing a log of service requests;

and

generating a schedule for each date or each day  
15 of the week based on the log recorded in the log managing step, and changing a way of dividing the service servers into groups according to a generated schedule.

5. The program according to claim 1, wherein:  
20 each of the plurality of service servers executes a load measuring step measuring a load value that a local server requires to process a service request; and  
a service server within the intermediate server group is shifted to a different group based on a load  
25 value of each service server, which is notified from

the load measuring step.

6. A service managing method accommodating a plurality of service servers each rendering a service  
5 via a network in response to a service request from a client, and distributing the service request to the plurality of service servers, comprising:

managing the plurality of service servers by  
dividing the service servers into a plurality of groups  
10 of service servers depending on quality levels of rendered services, and an intermediate server group of service servers which make a shift among the plurality of groups and render a service as a service quality of a group to which the shift is made; and

15 reducing a load on a service server within any of the plurality of groups by using at least one service server within the intermediate server group as the service server within any of the plurality of groups, when the load on the service server within any of the  
20 plurality of groups increases, and a quality level to be rendered by any of the plurality of groups cannot be maintained.

7. A program causing an information processing  
25 device to execute a service managing method

accommodating a plurality of service servers each rendering a service via a network in response to a service request from a client, and distributing the service request to the plurality of service servers,  
5 said method comprising:

managing the plurality of service servers by dividing the service servers into a plurality of groups of service servers depending on quality levels of rendered services, and an intermediate server group of  
10 service servers which make a shift among the plurality of groups and render a service as a service quality of a group to which the shift is made; and

reducing a load on a service server within any of the plurality of groups by using at least one service  
15 server within the intermediate server group as the service server within any of the plurality of groups, when the load on the service server within any of the plurality of groups increases, and a quality level to be rendered by any of the plurality of groups cannot  
20 be maintained.

8. A storage medium readable by an information processing device, on which is recorded a program for causing the information processing device to execute  
25 a service managing method accommodating a plurality of

service servers each rendering a service via a network in response to a service request from a client, and distributing the service request to the plurality of service servers, said method comprising:

5       managing the plurality of service servers by dividing the service servers into a plurality of groups of service servers depending on quality levels of rendered services, and an intermediate server group of service servers which make a shift among the plurality  
10 of groups and render a service as a service quality of a group to which the shift is made; and

      reducing a load on a service server within any of the plurality of groups by using at least one service server within the intermediate server group as the  
15 service server within any of the plurality of groups, when the load on the service server within any of the plurality of groups increases, and a quality level to be rendered by any of the plurality of groups cannot be maintained.

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9.     A service managing apparatus accommodating a plurality of service servers each rendering a service via a network in response to a service request from a client, and distributing the service request to the  
25 plurality of service servers, comprising:

a managing unit managing the plurality of service servers by dividing the service servers into a plurality of groups of service servers depending on quality levels of rendered services, and an intermediate server group  
5 of service servers which make a shift among the plurality of groups and render a service as a service quality of a group to which the shift is made; and

an intermediate server shifting unit reducing a load on a service server within any of the plurality  
10 of groups by using at least one service server with the lightest load within the intermediate server group as the service server within any of the plurality of groups, when the load on the service server within any of the groups increases, and a quality level to be rendered  
15 by any of the plurality of groups cannot be maintained.